



STATE OF NEVADA—DEPARTMENT OF PERSONNEL

CLASS SPECIFICATION

<u>TITLE</u>	<u>GRADE</u>	<u>EEO-4</u>	<u>CODE</u>
PERSONNEL TECHNICIAN III	29	E	7.532
PERSONNEL TECHNICIAN II	27	E	7.535
PERSONNEL TECHNICIAN I	25	E	7.536

SERIES CONCEPT

Personnel Technicians perform a wide variety of personnel activities including personnel records processing, recruitment and examining, new hire orientation, list certification, and payroll support duties. While payroll support duties may be performed a portion of the time by Personnel Technicians, the majority of duties involve personnel activities. Positions dedicated to payroll duties are appropriately classified in accounting-related series. Some positions in this series specialize in one or more personnel functions and others may serve in a generalist capacity. Supervisory responsibility may be assigned at any level in the series, but this responsibility does not, by itself, warrant allocation to a higher level.

Receive and review requests and authorization to fill a vacancy; verify selective recruitment criteria needs and obtain approval; check availability of existing hiring lists and/or consider alternative methods of filling vacancies according to established policies and regulations; certify eligible hiring lists or request certified hiring lists from centralized personnel; maintain accurate hiring lists by updating the personnel database after interview results are received, and surveying applicants for interest, availability and/or special skills.

Develop or assist in the development of recruitment plans; draft job announcements; participate in outreach activities including job fairs; prepare and place advertising in newspapers, trade journals, and websites.

Receive and evaluate employment applications for eligibility according to required minimum qualifications and notify applicants; schedule appropriate examination; administer or coordinate testing; process results and notify applicants; generate certified eligible hiring lists in accordance with pertinent statutes, rules and regulations and monitor list usage for compliance.

Review hiring packets for required approvals and documentation in accordance with personnel regulations; provide new hire orientation and information regarding retirement, pay schedules, insurance benefits, timekeeping, leave, and agency and State policies.

Process various types of employee personnel transactions; enter into the personnel/payroll database in a live production environment, or audit transactions processed by others to ensure accuracy; participate in automated system testing as needed.

Research personnel and payroll problems and process corrections for overpayments, underpayments, and leave accrual and pay progression errors; determine benefit eligibility; process and monitor personnel/payroll actions related to FMLA, workers' compensation, catastrophic leave, and longevity pay.

Provide liaison services for employees regarding workers' compensation; coordinate early return to work and modified duty; complete necessary forms, monitor lost time, and arrange for FMLA to run concurrently.

Maintain personnel, recruitment, and training files and records in accordance with established records retention schedules.

Respond to personnel and payroll related questions from employees, management and the public by researching applicable laws, regulations and policies; provide requested job announcements, applications, forms and other personnel documents as requested.

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SERIES CONCEPT (cont'd)

Conduct basic research, compile data and assist in the preparation of final reports.

Perform related duties as assigned.

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CLASS CONCEPTS

**Personnel Technician III:** Under limited supervision, incumbents perform the highest-level paraprofessional and technical personnel assignments a majority of the time. Assignments at this level vary considerably and duties may include: certify and maintain accurate hiring lists; plan and implement internal, external, and difficult recruitments, with responsibility for all aspects of the recruitment process; assist management with disciplinary/grievance issues by gathering information and facts, processing required forms and providing involved parties information, NAC/NRS references, and proper procedures during the initial stages of disciplinary actions, complaints and grievances; audit, reconcile and authorize personnel/payroll documents and transactions completed by others; and recommend approval/disapproval of FMLA and catastrophic leave requests. Incumbents may research the most complex personnel/payroll issues and process transactions such as workers' compensation buy-backs and overpayments.

Personnel Technician III's work with considerable independence within the assigned technical area, requiring interpretation of information, planning and refining work methods, application of technical personnel regulations to specific circumstances, and choices made from several alternative courses of action. The Personnel Technician III may supervise and evaluate the performance of lower level Personnel Technicians and/or support staff.

The duties of a Personnel Technician III are distinguished from those of the Personnel Analyst I based on the limited responsibility for performing analytical work involving original problem solving, decision making and comprehensive report writing. The Personnel Technician III researches and analyzes information, but the Personnel Analyst applies a depth of theoretical knowledge to the analysis of information, solves problems, and/or formulates determinations or decisions. For example, while Personnel Technician III's gather information regarding disciplinary actions and grievances, Personnel Analysts conduct fact-finding investigations; consult with the agency Deputy Attorney General, management and administrators; make a determination and document findings and conclusions in a formal report. Similarly, while Personnel Technicians may review classification documents, identify comparable positions and assess the appropriateness of classification requests, a Personnel Analyst conducts desk audits and comparative analysis independently or in conjunction with a panel of subject matter experts, and using proper classification methodology, determines the correct classification of a position or group of positions, writes a formal report outlining the determination, and defends the decision before the Personnel Commission if necessary.

**Personnel Technician II:** Under general supervision, incumbents perform a wide variety of personnel functions that may include preparing and processing personnel and payroll documents; applying agency approval to personnel transactions in the personnel database; conducting recruitments with well defined minimum qualifications, and/or agency internal promotional recruitments; assisting in recruitment activities; by scheduling exams, proctoring tests and notifying applicants of application status; and answering technical personnel/payroll related questions.

Work assignments include a variety of processes and procedures and problem solving. Choices require judgment and initiative regarding assignment priority, structure and completion. The supervisor may spot check work on occasion. Decisions without precedent are referred to the supervisor.

### CLASS CONCEPTS (cont'd)

#### **Personnel Technician II:** (cont'd)

The Personnel Technician II is distinguished from the III level based on the performance of more routine paraprofessional and technical personnel work requiring fewer problem-solving skills. Personnel Technician II's apply regulations and policy to specific situations while Personnel Technician III's exercise greater independence of action and authority, and perform the highest-level paraprofessional/technical duties.

For example, Personnel Technician II's perform duties including processing special pay documents, correcting coding according to rules and regulations, reviewing payroll registers for proper application of established rules and regulations that affect payroll, and process corrected documents.

In comparison, Personnel Technician III's within the university system frequently assist management with first line disciplinary actions; coordinate personnel/payroll for multiple employment categories such as classified, academic faculty, administrative faculty, graduate assistants and postdoctoral scholars; and manage and coordinate various salary funding sources and benefits for specialized employees such as medical residents.

**Personnel Technician I:** Under general supervision, incumbents perform personnel document tracking and processing to include entry into the online personnel payroll system; resolve online rejections, edits and errors; apply initial approval and forward to the next level; provide assistance to higher level personnel staff; maintain personnel databases, files and records; process direct-to-agency routine job applications and maintain recruitment files; respond to job applicant inquiries; apply and communicate well defined personnel policies and procedures; provide personnel related clerical support.

This is the entry level in the series but provides no automatic progression to the second level. Positions may be permanently classified at this level.

This level is distinguished from the Personnel Technician II by the preponderance of document processing and personnel support duties assigned. Though some duties are similar to those performed by Administrative Assistant II positions, Personnel Technician I positions are located in personnel units, assist personnel staff, and spend the majority of their time with personnel related functions. Choices are made regarding appropriate steps or methods preferred in accomplishing tasks within well-established administrative guidelines, regulations or instructions. Decisions outside standard procedure are referred to the supervisor.

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### MINIMUM QUALIFICATIONS

#### **SPECIAL NOTES AND REQUIREMENTS:**

- \* Some positions require technical skills, experience, or requirements which will be identified by the hiring authority at the time of recruitment or list certification.

#### **PERSONNEL TECHNICIAN III**

**EDUCATION AND EXPERIENCE:** Graduation from high school or equivalent education and two years of technical personnel/payroll experience which included researching information, applying rules and regulations, and problem solving in areas such as recruitment and examining, payroll, interviewing and selection, and other related personnel/payroll functions; **OR** one year of experience as a Personnel Technician II in Nevada State service; **OR** an equivalent combination of education and experience. (*See Special Notes and Requirements*)

## MINIMUM QUALIFICATIONS (cont'd)

### PERSONNEL TECHNICIAN III (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

**Working knowledge of:** personnel principles, practices, and methods used in recruitment, examination, selection and/or payroll; automated systems and applications typically used to support personnel and payroll. **Ability to:** perform complex personnel and/or payroll operations including researching rules and regulations, auditing documents, and calculating and reconciling personnel/payroll transactions; make appropriate personnel decisions following agency policies and past precedents; establish and maintain cooperative working relationships with all levels of management and employees; work independently and follow through on assignments with minimal direction. **Skill in:** writing and composing grammatically correct job announcements, business correspondence and reports; coordinating oral examination boards and/or interview and selection panels; and all knowledge, skills and abilities required at the lower levels.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

**Working knowledge of:** State rules, regulations and policies related to personnel; and principles of supervision if applicable to the position. **Ability to:** make group presentations on personnel/payroll matters; plan, develop and coordinate complex recruitment plans.

### PERSONNEL TECHNICIAN II

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and one year of technical personnel/payroll experience; OR one year of experience as a Personnel Technician I in Nevada State service; OR an equivalent combination of education and experience. (*See Special Notes and Requirements*)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

**Working knowledge of:** laws, regulations, rules and policies related to personnel and payroll; functions and operation of a personnel office. **Ability to:** perform technical duties in support of a personnel program; research NAC, NRS and other sources, and apply rules, regulations, policies and procedures to specific problems and situations; perform payroll operations if applicable to the position; make eligibility determinations based on standard requirements; receive and resolve complaints from the public and/or employees; coordinate a variety of projects and assignments to meet priorities and deadlines; operate a computer and software programs; process technical personnel transactions accurately; and all knowledge, skills and abilities required at the lower level.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

(*These are identical to the Entry Level Knowledge, Skills and Abilities required for Personnel Technician III.*)

### PERSONNEL TECHNICIAN I

EDUCATION AND EXPERIENCE: Graduation from high school or equivalent education and two years of clerical experience that included extensive public contact and customer service, recordkeeping, document processing, and the application of policies and regulations; OR an equivalent combination of education and experience. (*See Special Notes and Requirements*)

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### MINIMUM QUALIFICATIONS (cont'd)

#### PERSONNEL TECHNICIAN I (cont'd)

ENTRY LEVEL KNOWLEDGE, SKILLS AND ABILITIES (required at time of application):

**Working knowledge of:** recordkeeping methods; operation of a personal computer and associated business software; correct English usage, spelling and punctuation; administrative support functions.

**Ability to:** process a variety of documents according to established procedures, policies, regulations and timelines; read, understand and explain rules, regulations and policies; communicate effectively both orally and in writing; understand and follow complex procedures, regulations and policies; organize assignments and establish priorities; interact diplomatically with the public, employees, and persons of various social, educational and cultural backgrounds despite frequent interruptions and high volume workload; establish and maintain files and records; and perform mathematical calculations.

FULL PERFORMANCE KNOWLEDGE, SKILLS AND ABILITIES (typically acquired on the job):

*(These are identical to the Entry Level Knowledge, Skills and Abilities required for Personnel Technician II.)*

This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards for positions assigned to this class.

	<u>7.532</u>	<u>7.535</u>	<u>7.536</u>
ESTABLISHED:	09/01/64	04/13/70	06/29/73
REVISED:	04/13/70	06/29/73	12/16/76
REVISED:	06/29/73	12/16/76	12/19/85-12
REVISED:	08/02/74	12/19/85-12	07/01/93P
	12/16/76	07/01/93P	09/24/92PC
	12/19/85-12	09/24/92PC	
REVISED:	07/01/93P		
	09/24/92PC		
REVISED	08/24/04UC	08/24/04UC	08/24/04UC